

**Please ask for:** Mrs. D. Cook                      **Your Ref:**  
**Extension No:** 4623                                      **My Ref:**  
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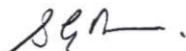
10 January 2014

Dear Councillor,

**HOUSING POLICY DEVELOPMENT COMMITTEE  
4.00 P.M., MONDAY 20 JANUARY 2014  
ESPERANCE ROOM, CIVIC CENTRE, CANNOCK**

You are invited to attend this meeting for consideration of the matters itemised in the following Agenda.

Yours sincerely,



**S.G. Brown  
Chief Executive**

To: Councillors

Kraujalis, J.T. (Chairman)  
Grice, Mrs. D. (Vice-Chairman)

Allen, F.W.C.	Jones, Ms. J.L.
Allt, Mrs. A.	Molineux, G.N.
Bernard, Mrs. A.F.	Toth, J.
Dudson, A.	

## AGENDA

### PART 1

**1. Apologies**

**2. Declarations of Interests of Members in Contracts and Other Matters and Restriction on Voting by Members**

To declare any personal, pecuniary or disclosable pecuniary interests in accordance with the Code of Conduct and any possible contraventions under Section 106 of the Local Government Finance Act 1992.

**3. Minutes**

To approve the Minutes of the meeting held on 21 October 2013 (Enclosed).

**4. Norton Canes Photovoltaic Panel Pilot Scheme – Further Evaluation**

Report of the Head of Housing and Waste Management (Item 4.1 – 4.7)

**5. Provision of Community owned Photovoltaic Panels to Further Dwellings within the Council's Housing Stock**

To receive a presentation by Michael Kinghan and Dough Haigh from Southern Staffordshire Community Energy

An outline proposal from Southern Staffordshire Community Energy is also attached (Item 5.1 – 5.2)

**6. Place (Housing) Priority Delivery Plan 2013-14**

To consider Housing actions and performance for quarter two (Item 6.1 – 6.8)

**7. Consultation on the Future Funding of the Housing Ombudsman**

Report of the Head of Housing and Waste Management (Item 7.1 – 7.6)

**8. Out of Hours Repairs Service Review**

Report of the Head of Housing and Waste Management (Item. 8.1 – 8.6)

**9. Review of Work Programme – 2013-14 Municipal Year**

To receive the revised Work Programme for 2013-14 (Item 9.1)

**CANNOCK CHASE COUNCIL**  
**MINUTES OF THE MEETING OF THE**  
**HOUSING POLICY DEVELOPMENT COMMITTEE**  
**MONDAY 21 OCTOBER, 2013 AT 4.00 P.M.**  
**IN THE CIVIC CENTRE, BEECROFT ROAD, CANNOCK**  
**PART 1**

PRESENT: Councillors:

Kraujalis, (Chairman)  
Grice, Mrs. D. (Vice-Chairman)  
Allen, F.W.C                      Toth, J.  
Allt, Mrs. A                      Bernard, Mrs. A. F.  
Dudson, A

By invitation:                      Councillor Mrs. M. A. Davies, Health and Wellbeing Portfolio  
Leader

**9. Apologies**

An apology for absence was received from Councillor Molineux, G. N.

**10. Declarations of Interests of Members in Contracts and Other Matters and Restriction on Voting by Members**

No other declarations of interests were made in addition to those already confirmed by Members in the Register of Members' Interests.

**11. Minutes**

RESOLVED:

That the Minutes of the meeting held on 12 August 2013 be approved as a correct record and signed.

**12. Place (Housing) Priority Delivery Plan 2013-14**

Consideration was given to the Housing Priority Delivery Plan 2013/14 quarter one performance (Item 4.1 – 4.10 of the Official Minutes of the Council).

The Head of Housing Services and Waste Management gave explanations for each of the three targets that have not been met so far.

#### Item 4.3 – Place (Housing) 3

Performance was 1% below the target for the quarter- this was due partially to a number of sickness absences where cover could not be made although the tenants were informed if this was the case. Another contributing factor was computer records not being completed correctly. This has now been rectified and was having a positive impact on the performance target.

Members were generally happy with the level of performance and on balance the figures were positive. Members queried whether Cannock Chase DC figures were comparable with other housing authorities. The Head of Housing Services and Waste Management replied that for certain indicators Cannock Chase DC was in the top quartile. Members asked whether there were any appointments that had been missed due to tenants not being in at the appointed time. The Head of Housing Services and Waste Management replied that in some situations this had happened.

A Member had received a complaint from a tenant who was confused as to why the operative undertook the repair but only partly completed it; the operative then disappeared and reappeared later. The Member wanted to know if this was standard practice. The Head of Housing Services and Waste Management explained that internally the section has their own set of Performance Indicators one of which is measured against the number of repairs completed on the first visit. When a tenant contacts the section regarding a repair a lengthy dialogue is entered into to ensure that as much information is gathered to make an informed decision as to what the repair would consist of so that the operative would be able to meet this target. However, this may not always happen as tenants do not always explain fully what is required or when the operative arrives on site the job may be bigger than first anticipated. The operative may need more specialist material than is on the van or it may be that a different trade is required. The operative should inform the tenant what is happening at every stage but the Head of Housing Services and Waste Management admitted that on occasions this may not occur.

#### Item 4.4 – Place (Housing) 7

The target for the number of vacant dwellings was 1% which had been included in the Business Plan due to past performance. The normal or expected target was 2%. As a result of changes to the allocations policy and the introduction of the Social Sector Size Criteria more transfers had occurred which had culminated in more voids. Some of these properties needed major refurbishment to bring them up to the Decent Homes Standard which meant they had been void longer. With the increase in voids the target of 1% was not realistic and Cabinet on 19 September, 2013 followed by Scrutiny on the 9 October, 2013 had agreed to increase the target to 2% for the remainder of the year.

The Chair commented that he felt that Housing PDC should have also been included in the discussion of the recommendation to increase the target. A Member explained that the Housing PDC was not a Scrutiny Committee and had no scrutiny function therefore this recommendation did not have to come to

this Committee. However, every PDC Chair is invited to Cabinet and can voice their concerns on behalf of the PDC.

Members noted the reasons behind the target increase of 2%.

#### Item 4.7 – Place (Housing) 15

The target of homeless decisions to be determined within 33 days was 75% however at the end of quarter one only 60% had been met within the 33 day deadline. The Head of Housing Services and Waste Management explained that during April and May it had not been possible to meet the target. However, resources from the Homelessness Prevention Fund budget have now been use to fund a part time post on a fixed term contract. This had proven successful and since the appointment of the officer the target in June had been reached.

RESOLVED:

That the Housing Priority Delivery Plan 2013/14 quarter one actions and performance be noted.

### **13. Cannock Chase Housing Market Assessment – Summer 2013**

Consideration was given to the Report of the Head of Housing and Waste Management (Item 5.1 – 5.15 of the Official Minutes of the Council).

The Head of Housing Services and Waste Management commented that it had been reported in the newspapers recently that West Midlands and Wales house prices had dropped which tied in with the contents of the report submitted.

He further informed the PDC that Council on 23 January 2013 had agreed to participate in the Local Authority mortgage scheme with Lloyds Bank Plc which went live on 16 May, 2013. This scheme was similar to the Governments Home Buy scheme but with a mortgage limit of £135,000. Under the Council/Lloyds Bank scheme there had been 9 completed mortgages with a further 4 mortgage approvals.

RESOLVED:

That the contents of the Housing Market Assessment be noted.

### **14. Reinvigorating the Right to Buy**

Consideration was given to the Report of the Head of Housing and Waste Management (Item 6.1 – 6.7 of the Official Minutes of the Council).

The Head of Housing Services and Waste Management explained that there was a statutory duty to inform tenants of any policy changes and that it was considered that this duty had been met last Autumn when an article on the Right to Buy Scheme (RTB) changes was included in 'Hometalk'.

A Member questioned whether when a tenant went through the Right to Buy process it was explained to them that the repairs and general upkeep of the property was now their responsibility. The Head of Housing Services and Waste Management informed the Members that information was given out during the process; and that tenants were also urged to seek independent legal advice.

Further discussion followed regarding the use of receipts from RTB sales. Members recalled that there was a government commitment to replace every additional home sold under the RTB with a replacement rented property and asked whether this would occur in the Cannock Chase area.

The Head of Housing Services and Waste Management outlined the system for the division of the RTB resources between the Council and the Government, details of which had been reported to cabinet on 21 June 2012. He also advised that the Governments RTB replacement commitment was a national target and the Government had stated that one for one replacement would not take place in every local authority area. It was noted that in Cannock Chase the Council would need to sell at least 25 dwellings per annum before sufficient resources were generated for a single replacement dwelling.

RESOLVED:

That the report be noted.

RECOMMENDATION TO CABINET:

That Cabinet, at its meeting to be held on 21 November 2013, is recommended to not include any further articles in the Council's 'Hometalk' magazine, on the basis that tenants are already aware of the Right to Buy policy changes through the Autumn 2012 'Hometalk' article.

## **15. Introduction of a 52 Week Rent Year**

Consideration was given to the Report of the Head of Housing and Waste Management (Item 7.1 – 7.4 of the Official Minutes of the Council).

The Head of Housing Services and Waste Management explained that the introduction of Universal Credit for new tenants next year would impact on tenants benefit income and effect the old 50 week rent year (i.e. whereby tenants had 2 free weeks rent over Christmas). A number of Local Authorities were therefore moving to the 52 week year to align with the monthly payments of the Universal Credit.

The Council would continue to make individual agreements with tenants who wanted to keep the 2 rent free weeks at Christmas or at any other time in the year. Members questioned whether these individual agreements would cost the Council to implement. He assured Members that the small cost to the Council was outweighed by positivity from the tenants and increasing the ease

for them to pay which would hopefully reduce arrears.

A Member asked for a further explanation on Universal Credit and what this meant for people affected. The Head of Housing Services and Waste Management explained that Universal Credit in basic terms meant that people would have all their benefits paid as one lump sum every month i.e housing benefit, child benefit, working tax credits etc. This would mean that the tenant would have to budget this money for the month ensuring that they paid their rent and council tax.

The Chair commented on the realistic choices that perhaps people with drug or alcohol dependencies would make. The Head of Housing Services and Waste Management reported that there would be some exemptions to Universal Credit and that there were pilot projects being undertaken at the moment. These were showing that more exemptions were needed than had previously been forecast. The Government's policy on Universal Credit had not as yet been finalised and it was expected that it would incorporate some of the lessons from the pilot projects.

Members queried what the Council would do to ensure that the rent would get paid to avoid further arrears. The Head of Housing Services and Waste Management advised Members that a campaign to encourage payment by direct debit would be undertaken in the future.

Members were concerned that the Council could find itself in financial difficulty if tenants did not pay their rent.

RESOLVED:

That the report be noted.

RECOMMENDATION TO CABINET:

That Cabinet, at its meeting to be held on 21 November 2013, is recommended to introduce a 52 week rent year for 2014-15 and subsequent years.

## **16. Review of Work Programme – 2013-14 Municipal Year**

Consideration was given to the Housing PDC Work Programme for 2013-14 (Item 8.1 of the Official Minutes of the Council).

RESOLVED:

That the updated Housing PDC Work Programme for 2013-14 be noted.

The meeting closed at 4.50pm

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CHAIRMAN

<b>Report of:</b>	<b>Head of Housing and Waste Management</b>
<b>Contact Officer:</b>	<b>Ian Tennant/ Rick Pepper</b>
<b>Telephone No:</b>	<b>01543 464210/ 01543 466803</b>
<b>Portfolio Leader:</b>	<b>Housing</b>
<b>Key Decision:</b>	<b>No</b>
<b>Report Track:</b>	<b>HPDC 20/1/2014</b>

**HOUSING POLICY DEVELOPMENT COMMITTEE****20 JANUARY 2014****NORTON CANES PHOTOVOLTAIC PANEL PILOT SCHEME – FURTHER EVALUATION****1 Purpose of Report**

- 1.1 To consider a further evaluation of the Norton Canes Photovoltaic (PV) Panel Pilot Scheme.

**2 Recommendations**

- 2.1 That the results of the further evaluation of the Norton Canes Photovoltaic (PV) Panel Pilot Scheme are noted.

**3 Key Issues and Reasons for Recommendation**

- 3.1 A Photovoltaic (PV) Panel Pilot Scheme undertaken by Strategic Energy Limited to 39 Council owned bungalows in the Jerome Road/Jerome Drive/Yew Tree Close and High Street areas of Norton Canes was completed in April 2012.
- 3.2 Following consideration of the preliminary evaluation results by the Housing Policy Development Committee on 21 January 2013, a further evaluation has been made, the results of which are detailed in the report.
- 3.3 65% of tenants report a saving in electricity costs, with five tenants reporting that their bill had decreased by at least half. A detailed evaluation of electricity use in respect of three properties suggests that their electricity purchases have decreased by approximately 30%, with a consequent annual estimated cost saving of at least £72 per annum.
- 3.4 The reduction in “feed in tariffs” (which subsidise the installation of PV panels) has contracted the “PV energy provider market” as the majority of former

providers do not consider such installations to be an economic proposition. An additional alternative form of subsidy could, however, ensure a “return” on a reduced level of investment.

- 3.5 The Council are therefore exploring (as part of the Greater Birmingham and Solihull LEP) the potential future use of European Regional Development Funding (ERDF) during the period 2014 to 2020 to provide the required subsidy. ERDF funding criteria and in particular issues regarding “state aid in relation to renewables which earn tariffs” may, however, mean that the proposal is ineligible.
- 3.6 Preliminary discussions have also been held with Staffordshire Community Energy (SSCE) regarding the possible provision of PV panels to further Council properties through a community share issue. Representatives of SSCE are due to present an outline proposal to provide PV panels to some 250-300 Council properties at the Housing Policy Development Committee on 20 January 2014. Details of their proposal and presentation will be considered as a separate item, following consideration of this report.

#### **4 Relationship to Corporate Priorities**

- 4.1 The potential provision of PV panels to further dwellings within the Council’s housing stock is a key action within the Housing Portfolio section of the agreed 2013-14 “Place” Priority Delivery Plan.

#### **5 Report Detail**

##### **The Photovoltaic Pilot Scheme**

- 5.1 A pilot scheme to provide Photovoltaic (PV) Panels to 39 Council owned bungalows in the Jerome Road/Jerome Drive/Yew Tree Close and High Street areas of Norton Canes was completed in April 2012.
- 5.2 The pilot scheme was undertaken by Strategic Energy Limited and is based on them leasing the external roof space of the bungalows for 25 years and funding the installation and maintenance of the PV panels. The cost of providing the panels is then met through the sale of electricity to the National Grid and a “Feed in Tariff” from the Department for Energy and Climate Change.
- 5.3 Whilst the Council do not receive any income from the lease of the “roof space”, bungalow tenants receive some “free” electricity and carbon emissions are reduced.
- 5.4 A further aim of the pilot scheme is to enable the Council to evaluate the potential benefits and risks of providing PV panels, prior to consideration of extending their provision to further dwellings within the housing stock.

### Preliminary Evaluation of the Pilot Scheme

- 5.5 The Housing Policy Development Committee on 21 January 2014 considered the results of an initial evaluation of the pilot scheme.
- 5.6 Whilst the initial results (in terms of electricity savings for tenants) were encouraging, these related to extrapolated information (for a 12 month period) based on electricity generation and usage during the summer and autumn. During this period most electricity is generated from the PV panels, whilst electricity usage by tenants is generally lower.
- 5.7 As a result, it was considered that the preliminary evaluation results needed to be “treated with caution” and the Committee agreed that the pilot scheme was subject to further evaluation including:-
- (i) Monitoring of the potential electricity cost savings in respect of the three sample pilot scheme properties for a full 12 month period.
  - (ii) A survey of all tenants whose homes are included within the pilot scheme.

### Further Evaluation of the Pilot Scheme

- 5.8 Electricity use in respect of the three sample properties has now been monitored for a full 12 month period, the results of which are set out below:-

(i) Property One

Before PV Panels	1762 kWh
After PV Panels	1227 kWh
Difference (saving)	535 kWh (30.3%)

Estimated cost saving per annum - £72.39 \*

(ii) Property Two

Before PV Panels	3952 kWh
After PV Panels	2335 kWh
Difference (saving)	1617 kWh (41%)

Estimated cost saving per annum - £218.78 \*

(iii) Property Three

Before PV Panels	2057 kWh
After PV Panels	1410 kWh
Difference (saving)	647 kWh (31.5%)

Estimated cost saving per annum - £87.54 \*

Note: \* Based on 13.53p/kWh (British Gas standard price per kWh in the Cannock area).

- 5.9 When compared to the results of the preliminary evaluation the reduction in electricity usage is generally lower but as the above results are based on a full 12 month monitoring period they provide more accurate information on the reductions which have been made. As a result of this reduction estimated electricity cost savings of at least £72.39 per annum have been made.
- 5.10 The 39 tenants within the pilot scheme have also been surveyed to ascertain their views and responses from 29 tenants have been received. Of these:-
- (i) 12 (41%) had noted a small saving on their electricity bill;
- and
- (ii) 7 (24%) had noted a large saving (with 5 stating that their bill had decreased by over 50%).
- 5.11 The remaining 10 (34%) tenants reported that they had not noted any savings in respect of their electricity costs as a result of either:-
- (i) Having a new meter installed.
  - (ii) Receiving a quarterly bill with payment changes being assessed at the end of the year.
  - (iii) Payment through Secure Homes.
  - (iv) Recently moving into the property.
- 5.12 Based on the survey results some 65% of tenants report a saving in electricity costs, which based on the information from the three sample properties (as set out in paragraph 5.8) is likely to be in the region of 30%.

### **The Potential Installation of PV Panels to other Dwellings within the Council's Housing Stock**

- 5.13 Information from the 2009 stock condition survey suggests that PV panels could potentially be installed on some further 1,350 Council properties (25% of the housing stock). Not all properties are suitable as one side of the roof needs to be south facing to generate an economic return.
- 5.14 The estimated installation cost is £6,000 per property and whilst the cost of PV panels is reducing it is estimated that some £8.1 million would be required if PV panels were provided by the Council to all suitable properties. There is insufficient capacity within the HRA Business Plan to undertake this work for at least 10 years, if other investment priorities are to be met.
- 5.15 The Norton Canes Pilot Scheme was undertaken and funded by renewable energy company (Strategic Energy) under what is commonly termed a "rent a roof" scheme. This type of scheme has the advantage that the cost of installation and ongoing maintenance is met by the energy company, whilst the tenant of the property receives some free electricity.
- 5.16 The income generated from the sale of "the surplus" electricity to the national grid is insufficient to meet the capital cost of installing PV panels and as a result

subsidy is required. This is provided in the form of “feed in tariffs” from the Department for Energy and Climate Change.

- 5.17 Prior to December 2011, the “feed in tariff” for social housing was 43.3 pence per kilowatt hour. At this level of subsidy there was considerable competition within the “PV energy provider market”, which resulted in providers offering an “annual rent” for leasing an external Council roof space. However, following a Government review there has been a progressive and substantial reduction in the amount of “feed in tariffs”, which currently stand at 6.6 pence per kilowatt hour.
- 5.18 As a result of the reduction in “feed in tariffs”, the “PV energy provider market” has contracted substantially and the limited number of providers who remain in the market no longer offer annual roof rent.
- 5.19 Whilst the cost of providing PV panels is reducing, the majority of former “PV energy providers” do not consider it economic to install PV panels at the current “feed in tariff” levels, the economics would change if an additional form of subsidy were provided.
- 5.20 The Greater Birmingham and Solihull LEP are preparing their overarching European Structural and Investment Fund Strategy for the new programme operating between 2014-2020. The Council has submitted outline proposals regarding the use of such European funding to meet 50% of the installation cost (£3,000) of providing PV panels to the Council’s housing stock. It is considered that meeting the remaining capital cost (£3,000) would then be a viable proposition for a renewable energy company, as they would be able to generate a “return” on their reduced investment from the sale of electricity to the national grid and the limited “feed in tariffs” which continue to be available.
- 5.21 The eligibility criteria for ERDF funding is, however, both restrictive and complex with particular issues regarding “state aid in relation to renewables which earn tariffs”. As a result, there is uncertainty as to whether the Council’s outline proposals for potential PV funding would be eligible for European Structural Funds, although this matter is being further investigated.
- 5.22 Preliminary discussions have also been held with Southern Staffordshire Community Energy (SSCE) regarding the possible provision of PV panels to further Council properties, through a community share issue. Representatives of SSCE are to present an outline proposal to provide PV panels to some 250-300 Council properties at the Housing Policy Development Committee on 20 January 2014. Details of their proposal and presentation will be considered as a separate item, following consideration of this report.

## **6 Implications**

### **6.1 Financial**

The cost of installing and maintaining the PV panels in relation to the Norton Canes Pilot Scheme is met by Strategic Energy Limited.

If it is decided to provide PV panels to former dwellings, this would be the subject of a further report.

**6.2 Legal**

None

**6.3 Human Resources**

None

**6.4 Section 17 (Crime Prevention)**

None

**6.5 Human Rights Act**

None

**6.6 Data Protection**

None

**6.7 Risk Management**

A risk assessment would form part of the evaluation regarding the potential provision of PV panels to further dwellings within the Council's housing stock.

**6.8 Equality & Diversity**

An Equality Impact Assessment would form part of the evaluation regarding the potential provision of PV panels to further dwellings within the Council's housing stock.

**6.9 Best Value**

None

**7 Appendices to the Report**

None

**Previous Consideration**

Photovoltaic (Solar) Panels	Cabinet	21 July 2011
Norton Canes Photovoltaic (Solar) Panel Pilot Scheme	Cabinet	2 February 2012
Norton Canes Photovoltaic Panel Pilot	Housing Policy Development Committee	21 January 2013

Scheme – Initial  
Evaluation

**Background Papers**

## **Southern Staffordshire Community Energy**

### **Outline Proposal to Cannock Chase Council**

#### **Introduction**

This is a brief outline of a proposal from Southern Staffordshire Community Energy to install solar PV on Council homes in Cannock Chase District via a community share issue, providing the electricity generated to tenants at no charge.

At this stage the proposal is provisional based on a very initial appraisal of the financial viability of the scheme. We will undertake a more detailed analysis over the coming weeks with a view to firming up on its feasibility.

#### **Southern Staffordshire Community Energy (SSCE)**

SSCE Ltd was established in mid 2011 by Low Carbon Lichfield and Whittington and Fisherwick Environment Group who had been active in promoting energy efficiency in their communities but wished to take their work to a new level across a wider geographical area. SSCE is an Industrial and Provident Society (IPS) for the Benefit of the Community which commenced trading in September 2011. We are owned by 54 shareholders, almost all from the Southern Staffordshire area.

Our aims are to work with local residents, public bodies and businesses to promote:

1. Development, generation, and operation of renewable energy sources
2. Sustainable use of energy and reductions in carbon emissions through the provision of advice on energy efficiency and the supply of energy-efficient products and services.
3. Public awareness of environmental and related issues and supporting educational initiatives related to renewable energy, energy efficiency and sustainability

In December 2011 SSCE installed 29kW of solar PV on two buildings in Whittington, near Lichfield, under a roof leasing agreement. The cost of £54k was raised via the sale of community shares. SSCE supplies free electricity to the charities that own the buildings (St. Giles Hospice and Whittington Village Hall) and will be using the Feed-in Tariffs a. to pay a modest return to shareholders over 25 years and b. to create a community fund to support local projects.

SSCE is an Industrial and Provident Society for the Benefit of the Community (Bencom) which is a very similar structure to that of a co-operative. The main difference is that a Bencom is for the benefit of the community and a co-operative for the benefit of its members. Both are democratic organisations where each shareholder member has one vote irrespective of the number of shares he/she holds. Shares in IPSs are non-tradable and can only be redeemed by the IPS itself. We have a website at [www.ssce.co.uk](http://www.ssce.co.uk)

#### **Potential Scheme for Cannock Council Homes**

SSCE understands that Cannock Chase Council would like to see solar PV arrays installed on a number of its Council homes and that the estimated number of suitable properties is c.1300. We are not familiar with the homes in question but we have made a very initial appraisal of the financial viability of a scheme funded by a community share issue to install on a number of homes in the range 100 – 300.

We have based this appraisal on the assumption that homes would have sound roofs (with a life of 25 yrs), face south +/- 30°, and that the roof space would be leased to SSCE for 25 yrs. Provision would be made for installations to be removed after 25 years unless the Council wished to take ownership of the panels which we believe would be likely to have a useful life of at least a further 5 years.

The occupants of the homes should benefit from reductions of an estimated average 25-30% electricity bills, though this will depend on a number of factors such as usage patterns and the trend in electricity prices over the scheme's lifetime. In addition the Council would benefit from reductions in carbon emissions in its housing stock.

In addition we would hope that a small annual surplus would be generated which could then be recycled into other energy efficiency projects through a Community Fund ringfenced to Cannock Chase district – or even to the estates where the panels are installed. (This might provide some comfort to the tenants who were unable to benefit from panels directly).

The larger the scheme the better the returns are likely to work. A scheme of 250-300 would probably be optimal. At this stage we think that 100 would be the absolute minimum for viability but would prefer a more ambitious scheme if possible. We understand, however, that procurement considerations may bear on the scale of venture which can be run.

We would agree with you at the outset which groups of properties to focus the scheme on. Obviously only properties with suitably oriented, unshaded and well-maintained roofs could be targeted for installations. Although the main focus of the scheme would be on Council tenants it may be possible to consider offering the opportunity to 'right to buy' owners in the selected areas though this requires further examination.

One final point: the success of the scheme is dependent on the level of feed-in tariff for Solar PV which is reviewed by DECC on a quarterly basis. Our initial projections are based on the current level of FiTs, but further reductions could affect the viability of the scheme and there is therefore a need to move as quickly as possible on both sides.

**Mike Kinghan**  
**Chair, Southern Staffordshire Community Energy.**  
**9<sup>th</sup> December 2013**

# What we said we'd achieve in 2013/14

## Priority Outcome: Place – Improved Living Environment

### Housing

#### Quarter 2

How are we doing so far?

**We said we would: Increase the supply of affordable housing**

By:

<p><b>Support the delivery of 51 additional affordable housing units by March 2014</b>  <i>16 affordable housing units were delivered in Quarter 2 making a total of 31.</i></p>	
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<p><b>Complete the affordable housing in respect of the Elizabeth Road Redevelopment Scheme</b>  <i>All rented and shared ownership properties on Elizabeth Road Area Redevelopment Scheme have been completed.</i></p>	
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<p><b>Implement the Local Authority Mortgage Scheme in partnership with Lloyds TSB</b>  <i>Local Authority Mortgage Scheme was agreed in May 2013. As at 30 September 2013, 9 mortgages had been completed and a further 4 mortgage offers had been approved.</i></p>	
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**We said we would: Manage Maintain and improve the facilities and energy efficiency of the Council's housing stock**

By:

<p><b>Provide a responsive repairs service</b>  <i>Activity in accordance with indicators Place (Housing) 1, 2 and 5.</i></p>	
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**Service gas and solid fuel heating appliances**

Activity in accordance with indicators Place (Housing) 4 and 5.

**Implement the 2013-14 HRA Capital Programme by providing:-****Kitchen Improvements – 115 dwellings**

*At the end of Quarter 2 45 of 115 kitchen improvements had been completed.*

**Bathroom Improvements – 440 dwellings**

*At the end of Quarter 2 190 of 440 bathroom improvements had been completed.*

**Central Heating Improvements - 265 dwellings**

*At the end of Quarter 2 153 of 265 central heating improvements had been completed.*

**Electrical Upgrades – 660 dwellings**

*At the end of Quarter 2 352 of 660 electrical upgrades had been completed.*

**External Works – 812 dwellings**

*At the end of Quarter 2 394 properties of 812 had benefitted from external work.*

**Undertake the structural reinstatement scheme in respect of the 44 Council owned Cornish houses in the Rowley Close area, Pye Green**

*Structural reinstatement works to the 44 Cornish House are in progress and are due for completion by December 2013.*

**Progress the Moss Road Regeneration Strategy by:****Undertaking the structural reinstatement of the 63 Reema houses in Council ownership**

*Work was completed at the end of September 2013.*



**Re-housing the remaining households living in the Council's 167 Reema flats**

At the end of quarter 2 131 households out of the 167 Council owned Reema flats had been rehoused.

**Undertaking external refurbishment works and improvements to the internal communal areas to the 8 traditional flat blocks**

*The external refurbishment works and improvements to the internal communal areas to the 8 traditional flat blocks were completed in September 2013.*

**As Performance Measures****Place (Housing) 1****% of emergency repairs completed within former Government time limits – Target 98%**

100% of emergency repairs were completed within former Government time limits

**Place (Housing) 2****Average time taken to complete non-urgent repairs – Target 15 Days**

Average time to complete non-urgent repairs was 12.65 days

**Place (Housing) 3****% of repairs appointments made and kept – Target 98%**

98% of repairs appointments were made and kept

**Place (Housing) 4****% of properties with a valid Landlord Gas Safety Record – Target 99%**

99.59% of properties had a valid Landlord Gas Safety Record



**Place (Housing) 5****% of properties without a valid Landlord Gas Safety Record which are in the No Access Procedure – Target 100%**

100% of properties without a valid Landlord Gas Safety Record were in the No Access Procedure

**We said we would: Manage the Council's housing stock****Re-let vacant dwellings in accordance with the Council's allocations policy and void re-let standard**

Activity in accordance with indicators Place (Housing) 6 and 7.

**Maximise rental income through the prevention and recovery of arrears**

Activity in accordance with indicator Place (Housing) 8.

**Manage the Council's housing estates through a programme of estate walks, tenancy audits and action to combat anti-social behaviour**

Activity contributing to annual indicators Place (Housing) 10 and 11.

**Progress the implementation of the replacement Housing Management IT system**

The Implementation programme is progressing, with system configuration and is on target for a "Go Live" date in summer 2014.

**As Performance Measures:****Place (Housing) 6****Average re-let time for void dwellings – Target 26 Days**

Average re-let time for void dwellings in quarter 2 was 32 days. There was due to a high proportion of larger properties in poor condition which became void due to the Social Sector Size Criteria.



<p><b><u>Place (Housing) 7</u></b></p> <p><b>% of dwellings that are vacant – Target 2%</b>  1% of dwellings were vacant during quarter 2.  (Revised target agreed Cabinet 19 September 2013 and Scrutiny Committee 9 October 2013).</p>	
<p><b><u>Place (Housing) 8</u></b></p> <p><b>Current tenants' arrears – Target £488,800</b>  Quarter 2 current tenants' arrears were £283,990</p>	
<p><b><u>Place (Housing) 9</u></b></p> <p><b>Rent arrears as % of rent debit – Target 2.6%</b></p>	<p><b>Annual Figure</b></p>
<p><b><u>Place (Housing) 10</u></b></p> <p><b>% of estate walks undertaken classified as “Green” – Target 34%</b></p>	<p><b>Annual Figure</b></p>
<p><b><u>Place (Housing) 11</u></b></p> <p><b>% of secure tenants receiving a tenancy audit - Target 6.5%</b></p>	<p><b>Annual Figure</b></p>
<p><b>We said we would: Support vulnerable households to live independently in their own homes</b></p>	
<p><b>Undertake disabled adaptations to 80 Council dwellings</b>  47 disabled adaptations were completed at the end of Quarter 2.</p>	
<p><b>Provide a Vulnerable Tenants Grass cutting and Internal Decoration Scheme</b>  In quarter 2 900 households received 5 cuts under the Vulnerable Tenants Grass Cutting Scheme.  18 homes were redecorated during quarter 2 from an annual target of 160 redecorations. This is lower than anticipated due to the continuing high proportion of voids but is programmed to increase during the second half of the year.</p>	

**Provide sheltered housing scheme support services in accordance with Supporting People Contract requirements**

The Sheltered Housing Scheme Support Services are fully compliant with the quality standards specified in the Supporting People Contract.



**Determine DFG applications within 28 days of application**



**As Performance Measures:**

**Spend or commit budget allocation each year – Target £500,000**

Spend to end of quarter 2 was £194,000. Total value of cases in progress is £398,000 so budget will be spent or committed at end of year.



**100 % of DFG applications determined within 28 days of receipt of a valid application.**

In quarter 2 we received 22 applications all of which were approved within 28 days.



**We said we would: Provide housing advice and homelessness services**

**Provide advice on housing options**

Activity contributing to annual indicator Place (Housing) 16.



**Assess the needs of homelessness applicants in accordance with statutory requirements**

Activity in accordance with indicator Place (Housing) 15.



**Implement the 2013-14 Homelessness Prevention Programme**

The implementation of the homelessness prevention programme is in progress.

**As Performance Measures:****Place (Housing) 14**

**Number of households re-housed to private rented accommodation – Target 75**

**Annual Target**

**Place (Housing) 15**

**% of homeless decisions determined within 33 days – Target 75%**

77% of homeless decisions determined within 33 days

**Place (Housing) 16**

**Number of households where homelessness was prevented – Target 100**

**Annual Target**

**Place (Housing) 17**

**Initial response to 95% service requests within required timescale – Target 95%**

In quarter 2 100% of service requests were responded to within the required timescale.

**Place (Housing) 18**

**Number of empty dwellings brought back into use – Target 6**

**Annual Target**

**We said we would: Improve the quality and availability of Private Sector Housing.****Respond to private sector service requests within set response times.**

In quarter 2 the Private Sector Housing Team achieved the following response times:

1 day – 100%

3 days – 100%

5 days – 100%



<b>Report of:</b>	<b>Head of Housing and Waste Management</b>
<b>Contact Officer:</b>	<b>Ian Tennant</b>
<b>Telephone No:</b>	<b>01543 464210</b>
<b>Portfolio Leader:</b>	<b>Housing</b>
<b>Key Decision:</b>	<b>No</b>
<b>Report Track:</b>	<b>HPDC 20/1/2014</b>

**HOUSING POLICY DEVELOPMENT COMMITTEE****20 JANUARY 2014****CONSULTATION ON THE FUTURE FUNDING OF THE HOUSING OMBUDSMAN****1 Purpose of Report**

- 1.1 To determine the Council's response to a consultation paper issued by the Department for Communities and Local Government on the future funding of the Housing Ombudsman.

**2 Recommendation**

- 2.1 That the Council's response to the Department for Communities and Local Government consultation paper "Future Funding of the Housing Ombudsman" as set out in Appendix 1 is agreed.

**3 Key Issues and Reasons for Recommendation**

- 3.1 The Department for Communities and Local Government have published a consultation paper on the future funding of the Housing Ombudsman.
- 3.2 The consultation paper invites comments on the proposal to extend the Housing Ombudsman's existing fee charging model to local authority landlords from April 2014 and seeks preliminary views on an alternative funding model from 2016.
- 3.3 A proposed response to the consultation paper has been formulated following consultation with the Chairman of the Housing Policy Development Committee and the Housing Portfolio Leader and this is attached as Appendix 1.

**4 Relationship to Corporate Priorities**

- 4.1 The Housing Ombudsman deals with any complaints in respect of the Council's social housing service which cannot be resolved by the Council. As a result the service contributes to the service aim to "manage the Council's housing stock"

which forms part of the Housing Portfolio section within the agreed 2013-14 "Place" Priority Delivery Plan.

**5 Report Detail****The Consultation Paper**

- 5.1 The Department for Communities and Local Government (DCLG) have published a consultation paper on the future funding of the Housing Ombudsman.
- 5.2 The consultation paper invites comments on the proposal to extend the Housing Ombudsman's existing fee charging model to local authority landlords from April 2014 and seeks preliminary views on an alternative funding model from 2016.
- 5.3 The consultation paper can be viewed on the DCLG website [www.gov.uk/dclg](http://www.gov.uk/dclg), whilst hard copies are available from Members Services. Responses to the consultation paper must be submitted by 30 January 2014.

**The Government's Proposals**

- 5.4 Under the Localism Act 2011 the responsibility for dealing with complaints from local authority tenants (about the provision and management of social housing) transferred from the Local Government Ombudsman to the Housing Ombudsman. This change took effect from 1 April 2013.
- 5.5 The Housing Ombudsman was established under the Housing Act 1996 and previously considered complaints from housing association tenants only.
- 5.6 The Housing Ombudsman has historically been totally funded through fees levied from its housing association member landlords, whilst the Local Government Ombudsman is funded directly from the DCLG.
- 5.7 In recognition of the Housing Ombudsman's extended jurisdiction from 1 April 2013, grant funding was transferred from the Local Government Ombudsman to fully fund its dealings with complaints from local authority tenants during 2013-14.
- 5.8 The Housing Ombudsman is therefore currently financed by levied fees in respect of housing association landlords and by DCLG grant funding in respect of local authority landlords.
- 5.9 The Government intend that local authority landlords should also contribute to funding the Housing Ombudsman from April 2014. It is proposed, pending a further review in 2016, to extend the current Housing Ombudsman current fee charging system to local authority landlords, which will require annual subscriptions to be paid on demand.
- 5.10 Under the Housing Ombudsman fee charging system the amount of fee levied on an individual landlord is determined by the number of properties which it owns. An annual unit charge is calculated by dividing the Housing Ombudsman

budget by the number of properties covered by the scheme, which is then multiplied by the number of dwellings owned by each landlord to determine the individual landlord subscriptions.

- 5.11 The cost of the Housing Ombudsman is therefore “proportioned” in accordance with the size of the housing provider, which broadly correlates to the number of enquiries and complaints made.
- 5.12 Whilst the current funding model is easy to administer and is considered “fair” by housing association landlords, the Government are considering a “two tier” charging model for implementation from 2016. This would comprise:-
- (i) A fixed annual fee based on the number of dwellings owned by the member landlord.
  - (ii) A variable “case fee” specific to the cost of dealing with complaints, calculated in relation to the number of complaints received from individual member landlords.

### **A Proposed Response to the Consultation Paper**

- 5.13 The consultation paper seeks views on four specific questions. Three relate to the proposed introduction of the current Housing Ombudsman charging system from April 2014, whilst the final question seeks preliminary views on the proposed charging system from April 2016.
- 5.14 A proposed response to the consultation paper has been formulated following consultation with the Chairman of the Housing Policy Development Committee and the Housing Portfolio Leader and this is attached as Appendix 1.

## **6 Implications**

### **6.1 Financial**

The annual fee for the Housing Ombudsman is expected to be in the region of £1.05 per property. This will equate to an estimated £5,460 for the Council as a result of the 5,196 dwellings within its housing stock.

Provision for this has been made within the proposed HRA budgets for the period 2014-15 to 2016-17 which will be considered by Cabinet on 30 January 2014.

The cost for 2014-15 will, however, be offset by a “one off” grant from the DCLG, which is expected to meet 40% of the annual fee.

### **6.2 Legal**

None

### **6.3 Human Resources**

None

**6.4 Section 17 (Crime Prevention)**

None

**6.5 Human Rights Act**

None

**6.6 Data Protection**

None

**6.7 Risk Management**

None

**6.8 Equality & Diversity**

None

**6.9 Best Value**

None

**7 Appendices to the Report**

Appendix 1: Consultation on the Future Funding of the Housing Ombudsman – A Proposed Response

**Previous Consideration**

The Localism Act 2011

Cabinet

15 March 2012

**Background Papers**

DCLG Consultation Paper: “Future Funding of the Housing Ombudsman”

**CONSULTATION ON THE FUTURE FUNDING OF THE HOUSING OMBUDSMAN –  
A PROPOSED RESPONSE**

Begoña Vilaplana,  
Affordable Housing Management and Standards Division,  
Department for Communities and Local Government,  
Eland House, Zone 1/E2,  
Bressenden Place,  
London,  
SW1E 5DU

Dear Ms. Vilaplana,

**Consultation on the Future Funding of the Housing Ombudsman**

Cannock Chase Council's Housing Policy Development Committee have considered the consultation paper "Future Funding of the Housing Ombudsman" and wish to submit the following response.

**Q1: Do you agree that the current subscription funding model that already applies to housing associations should be extended to local authorities?**

The Council accept that the current arrangements for funding the Housing Ombudsman cannot continue. It is appreciated that it is "unfair" that housing association landlords are levied an annual fee, whilst the service received by local authority landlords is funded through "Grant-in-Aid" payments from the Department for Communities and Local Government.

The proposal to extend the current housing association subscription funding model to local authorities is therefore supported.

The Council do, however, believe that the transfer of grant funding from the Local Government Ombudsman to the Housing Ombudsman which was made by the Department for Communities and Local Government, for 2013-14 and 2014-15 should be continued beyond this period.

The proposals place the "full burden" of funding the Housing Ombudsman on local authority and housing association landlords; whereas prior to 1 April 2013, the service provided to local authorities through the Local Government Ombudsman was funded by the Department for Communities and Local Government. The Council consider that funding previously provided to the Local Government Ombudsman should continue to be made to the Housing Ombudsman to subsidise services to both local authorities and housing associations.

**Q2: Are there any aspects of this proposal that you do not agree with? Please explain why.**

As previously stated, the Council consider that transfer of grant funding (previously made to the Local Government Ombudsman) should continue for 2015-16 and beyond.

**Q3: Do you have any comments on the effectiveness of the current charging system?**

The Council have no experience of the current charging system and cannot therefore comment on its effectiveness.

**Q4: Do you have any comments on such a potential future alternative model?**

The current charging system is both easy to administer and to understand; whilst the suggested "two tier" system has a number of complexities. It will require the formulation of specific pricing proposals which will be more costly to administer, increasing the overall cost of the Housing Ombudsman.

The Council do not therefore support the introduction of an alternative funding model post 2016.

Yours sincerely,

**I.J. Tennant**  
**Head of Housing and Waste Management**

<b>Report of:</b>	<b>Head of Housing and Waste Management</b>
<b>Contact Officer:</b>	<b>Ian Tennant/ Rick Pepper/ Catherine Owen</b>
<b>Telephone No:</b>	<b>01543 464210/ 01543 466803/ 01543 466831</b>
<b>Portfolio Leader:</b>	<b>Housing</b>
<b>Key Decision:</b>	<b>No</b>
<b>Report Track:</b>	<b>HPDC 20/1/2014</b>

**HOUSING POLICY DEVELOPMENT COMMITTEE  
20 JANUARY 2014  
OUT OF HOURS REPAIRS SERVICE REVIEW**

**1 Purpose of Report**

- 1.1 To review the out of hours emergency repairs service.

**2 Recommendations**

- 2.1 That the Housing Policy Development Committee review the out of hours emergency repairs service and identify any potential improvements for consideration by Cabinet.

**3 Key Issues and Reasons for Recommendation**

- 3.1 This report presents information regarding the Council's out of hours emergency repairs service to inform a review by the Housing Policy Development Committee.
- 3.2 The Committee are requested to consider the information and identify any potential improvements for consideration by Cabinet.

**4 Relationship to Corporate Priorities**

- 4.1 The provision of an out of hours emergency repairs service contributes to the service aim to "maintain and improve the facilities and energy efficiency of the Council's housing stock", which forms part of the Housing Portfolio section of the agreed 2013-14 "Place" Priority Delivery Plan.

**5 Report Detail**

- 5.1 The Council undertakes, as part of its responsive repairs service, emergency repairs “outside of normal office hours”.
- 5.2 Whilst the service has been the subject of continual improvements over many years, it has not been subject to any formal review. As a result, the Housing Policy Development Committee on 12 August 2013 agreed to review the out of hours repairs service as part of its work programme for the 2013-14 municipal year.

**The Out of Hours Repairs Service**

- 5.3 The out of hours repairs service operates from 5.00 p.m. to 8.00 a.m. Monday to Friday and during weekends and Bank Holidays.
- 5.4 The service covers emergency repairs “which involve a risk to the household’s health and safety or serious damage” to the property, details of which are attached as Appendix 1.
- 5.5 Tenants needing to report an emergency repair out of normal office hours continue to use the Council’s normal telephone number. Upon calling, they receive a pre-recorded message which provides the option of being transferred to the Council’s Central Control who receive all out of hours repairs requests.
- 5.6 The Central Control operative determines whether the repair is included within the “emergency repair category” and whether it is necessary to arrange for a repair operative to visit the property.
- 5.7 A decision whether or not to undertake an out of hours repair therefore rests with the Central Control operative, who will use their discretion in certain circumstances. It is the Council’s policy to undertake all emergency repairs within 24 hours and as a result some emergency repairs reported at 10.00 p.m. on a Sunday would not be undertaken out of hours, whereas the same emergency repairs if reported on a Friday evening would be undertaken out of hours.
- 5.8 In cases where a visit by a repair operative is deemed necessary, this is undertaken by:-
- (i) P.H. Jones where emergency repair request relates to a gas or solid fuel heating appliance.
  - (ii) The Housing Maintenance Section in relation to all other emergency repair requests.
- 5.9 Both P.H. Jones and the Housing Maintenance Section operate a rota system of repair operatives who are on “standby”, outside normal office hours. A Gas Maintenance Engineer (with the facility to “call out” further Engineers if required) is available through P.H. Jones, whilst four multi-skilled operatives are available through the Housing Maintenance Section, covering the following trades:-

- (i) General plumbing
  - (ii) Electrical works
  - (iii) Carpentry (including glazing)
  - (iv) Drainage emergencies
- 5.10 The number of gas engineers and repair operatives on standby is increased during bad weather periods.
- 5.11 Where a repair operative is required to attend a property, it is the Council's policy that the works undertaken are limited to those to make the repair problem safe. A full repair is then undertaken as soon as possible within normal office hours. Minor repairs are, however, usually fully rectified as part of the emergency callout.
- 5.12 On occasions, fire or flood damage may result in a property being uninhabitable. In cases where the household cannot make alternative temporary arrangements themselves, the out of hours Homelessness Standby Officer will be contacted in order that temporary accommodation is secured.
- 5.13 Where a heating system cannot be repaired, tenants are offered temporary heating facilities in the form of electric fan heaters. These heaters are "gifted" to the tenant as the cost collecting and "testing" the heaters (if returned) exceeds their cost. Temporary hot water heating facilities can also be supplied in cases where the property does not have an alternative method of heating water through an electric immersion heater.

**Repairs undertaken "Out of Hours"**

- 5.14 The number of repairs which have been undertaken out of hours are set out below:-

	<u>2012-13</u>	<u>2013-14</u> <u>(to 31/12/13)</u>	<u>Total</u>
P.H. Jones (Heating repairs)	1,030	543	1,573
Housing Maintenance Section (other repairs)	1,381	967	2,348
	2,411	1,510	3,921

- 5.15 The cost of out of hours repairs undertaken by P.H. Jones are included within the "fixed fee" which is paid for each of the Council's properties through the Gas and Solid Fuel Servicing and Maintenance Contract. There are therefore no additional costs regardless of the number of out of hours repairs undertaken.
- 5.16 However, the cost of out of hours repairs undertaken by the Housing Maintenance Section is determined by a "schedule of rates" which includes a "premium" for repairs undertaken out of hours. There is therefore an additional cost which increases with the number of out of hours repairs undertaken.

5.17 Customer satisfaction is not monitored separately for the out of hours repairs service but is incorporated within satisfaction for the overall response repairs service. Current satisfaction rates are:-

- (i) Satisfaction with the quality of repair - 98%
- (ii) Satisfaction with the overall response repairs service - 93%

5.18 Consideration is being given to providing separate satisfaction figures for the out of hours repairs service, as part of the implementation of the replacement housing IT system.

### **Future Action**

5.19 This report presents information regarding the Council's out of hours repairs service to inform a review by the Housing Policy Development Committee. The Committee are requested to consider the information and identify any potential improvements for consideration by Cabinet.

## **6 Implications**

### **6.1 Financial**

The out of hours repairs service is funded from the following budgets within the Housing Revenue Account:-

- (i) Gas and solid fuel maintenance (as part of the Maintenance Contract held by P.H. Jones).
- (ii) Responsive repairs.

Provision to continue the current service standard has been made within the proposed HRA budgets for the period 2014-15 to 2016-17 which will be considered by Cabinet on 30 January 2014.

### **6.2 Legal**

Section 11 of the Landlord and Tenant Act 1985 requires the Council to keep specified parts of its rented dwellings in repair and proper working order.

### **6.3 Human Resources**

The provision of standby allowances and callout rates for employees within the Housing Maintenance Section forms an appendix to the Council's Pay and Grading Structure for Craft Employees.

### **6.4 Section 17 (Crime Prevention)**

A number of emergency out of hours repairs are undertaken by make a property secure after vandalism or a "break in".

**6.5 Human Rights Act**

None

**6.6 Data Protection**

None

**6.7 Risk Management**

Out of hours emergency repairs are undertaken where there is a risk to the household's health and safety or serious damage to the property.

**6.8 Equality & Diversity**

None

**6.9 Best Value**

None

**7 Appendices to the Report**

Appendix 1: Out of Hours Emergency Repairs

**Previous Consideration**

None

**Background Papers**

None

**OUT OF HOURS EMERGENCY REPAIRS**

- Gas escapes, fumes and CO detector activation.
- Total failure of central heating system.
- Failure of only form of heat in living room – for vulnerable tenants.
- Boiler/central heating overheating.
- Water excessively hot.
- Total loss of power.
- Unsafe power or lighting socket.
- Total loss of water supply.
- Temporary repair to leaking roof <sup>\*1</sup>
- Blocked or leaking foul drain, soil stack or toilet pan (where there is no other working toilet in the property).
- Toilet not flushing (where there is no other working toilet in the property).
- Leak from water pipe, tank or cistern.
- Insecure outside window door or lock.

Note <sup>\*1</sup>: Operatives do not undertake external roofing work during inclement weather as a result of health and safety.

**CANNOCK CHASE COUNCIL**

**HOUSING POLICY DEVELOPMENT COMMITTEE**

**20 JANUARY 2014**

**REVISED WORK PROGRAMME: 2013-14 MUNICIPAL YEAR**

1. Meeting 12 August 2013
  - Priority Delivery Plan (2013-14) – Agreed Plan
  - Census 2011 – Housing Related Statistics
  - Gas and Solid Fuel Maintenance Contract
  - Proposed Work Programme (2013-14 Municipal Year)
  
2. Meeting 21 October 2013
  - Priority Delivery Plan – First Quarter Performance
  - Cannock Chase Housing Market Assessment – Summer 2013
  - Reinvigorating the Right to Buy
  - Introduction of a 52 Week Rent Year
  - Review of Work Programme (2013-14 Municipal Year)
  
3. Meeting 20 January 2014
  - Priority Delivery Plan (2013-14) Second Quarter Performance
  - Norton Canes Photovoltaic Panel Pilot Scheme (Further Evaluation)
  - Provision of Community Owned Photovoltaic Panels to Further Dwellings within the Council's Housing Stock
  - Consultation on the Future Funding of the Housing Ombudsman
  - Out of Hours Repairs Service Review
  - Review of Work Programme (2013-14 Municipal Year)
  
4. Meeting 18 March 2014
  - Priority Delivery Plan (2013-14) Third Quarter Performance
  - Welfare Reform – Implications Update
  - Review of Festival Court Homelessness Flats
  - Moss Road Redevelopment Regeneration Scheme – Project Update
  - Review of Work Programme (2013-14 Municipal Year)